

# Exhibit 12

MUST GIVE 3 DAYS NOTICE MUST  
TRANSPORT CLIENT 3 MORE TIME



paul jones <ccrdcorp@gmail.com>

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**V.CRYSTAL 4135077305, W,JEFFREY 4133780555, S,SAMUEL 9394397760**

7 messages

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**paul jones** <ccrdcorp@gmail.com>

Mon, Apr 2, 2018 at 11:21 AM

To: "Norris, Joanne" <joanne.norris@mrta.us>, DMAComplaints@mrta.us, dmacontracts@mrta.us

Hello I am writing to inform you that CCRD INC can no longer accommodate the above trips they are noncost effective as we don't have any other business in these areas and it is causing too much stress on the company to keep accommodating these trips when we have no others in that area, please remove them from standing orders in our portal. Thank you.

**Paul Jones / Director**

**Commonwealth Community**

**Recovery Division Inc.**

**79 Thompson Street**

**Springfield, Ma 01109**

**Cell: 617-939-5417**

**Toll Free: 888-680-4667**

**Fax: 888-726-8386**

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**Williams, Maria** <Maria.Williams@mrta.us>

Mon, Apr 2, 2018 at 11:32 AM

To: DMAScheduling <DMAScheduling@mrta.us>, DMAComplaints <DMAComplaints@mrta.us>

Cc: "ccrdcorp@gmail.com" <ccrdcorp@gmail.com>

Good afternoon,

This request has been forwarded to the scheduling department.

Thank you,

Maria H. Williams

MART Sr. Staff Assistant

Quality Assurance Department

978-665-2843

978-342-1053 Fax

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**Kukta, Amanda** <Amanda-T.Kukta@mrta.us>

Mon, Apr 2, 2018 at 12:15 PM

To: "Williams, Maria" <Maria.Williams@mrta.us>, DMAScheduling <DMAScheduling@mrta.us>, DMAComplaints <DMAComplaints@mrta.us>  
Cc: "ccrdcorp@gmail.com" <ccrdcorp@gmail.com>

Good afternoon,

This request is all set. When returning a standing order we ask that you accommodate the next 3 business days. Last day of transport will be Thursday 04/05/18. **As stated in the FY16-20 Contract: Attachment I, C. 4. Demand Response; Transportation Providers returning work that has previously been accepted by the Transportation Provider are subject to fines and/or reduction of work, or other disciplinary action.**

Thank you for contacting MART

*Amanda Kukta*

**Scheduling Department Team Lead**

Montachusett Regional **Transit** Authority

[100 Main St, Fitchburg MA](#)

[Amanda-t.kukta@MRTA.US](mailto:Amanda-t.kukta@MRTA.US)

800-854-9928 ext. 2895

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**paul jones** <ccrdcorp@gmail.com>  
To: "Kukta, Amanda" <Amanda-T.Kukta@mrta.us>  
Bcc: ccrdcorp@gmail.com

Mon, Apr 2, 2018 at 3:06 PM

Can you please tell me what the fine would be to return all these standing orders at once thank you

Sent from my iPhone

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**Kukta, Amanda** <Amanda-T.Kukta@mrta.us>  
To: paul jones <ccrdcorp@gmail.com>  
Cc: DMAScheduling <DMAScheduling@mrta.us>

Mon, Apr 2, 2018 at 3:45 PM

Good afternoon,

The fine is \$100 per member returned, for an immediate return of all 3 members is a possible \$300 fine total. Please note we do look into the reasons for returns and work return history before a decision is made to administer any fines.

Regards

*Amanda Kukta*

**Scheduling Department Team Lead**

Montachusett Regional **Transit** Authority

100 Main St, Fitchburg MA

*Amanda-t.kukta@MRTA.US*

800-854-9928 ext. 2895

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**paul jones** <ccrdcorp@gmail.com>  
To: "Kukta, Amanda" <Amanda-T.Kukta@mrta.us>  
Bcc: ccrdcorp@gmail.com

Mon, Apr 2, 2018 at 3:49 PM

Ok please remove these members at once as they are non cost effective trips, we cannot continue to accommodate these members as we have no control of booking other calls that are in there area through the vendor portal, so we are willing to cut all ties with these non cost effective trips thank you for your time

Sent from my iPhone

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**Kukta, Amanda** <Amanda-T.Kukta@mrta.us>  
To: paul jones <ccrdcorp@gmail.com>  
Cc: DMAScheduling <DMAScheduling@mrta.us>

Mon, Apr 2, 2018 at 4:57 PM

Good evening,

This request is all set. Trips have been removed effective immediately.

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